

ORIGINAL
BETH CHAMBERLAIN



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From: M R Good [mrgood@cableone.net]
Sent: Monday, October 27, 2008 3:44 PM
To: Gleason-WebEmail
Subject: Support for GCWUA

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2008 OCT 27 P 4: 56

AZ CORP COMMISSION
DOCKET CONTROL

Margie L. Good
P.O. Box 758
Mayer, Arizona 86333

Arizona Corporation Commission
Water Utilities Division
1200 W. Washington St.
Phoenix, Arizona 85007

To: Chairman Mike Gleason,
Commissioner Kristin Mayes
Commissioner William Mundell
Commissioner Jeff Hatch-Miller
Commissioner Gary Pierce

Arizona Corporation Commission

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Reference: Docket No. W-01865A-07-0384 and Docket No. W-01865A-07-0385

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I have a few things I would like to communicate to the Commission regarding the rate increase and project proposed by the Board of Directors of the Groom Creek Water Users Association.

I would like to touch on a few facts:

- First, this very capable Board was voted into office after the majority of the homeowners voted the prior Board members out of office due to their incompetence. The president of the prior Board admitted, in an open meeting in August '08, that they had known about the system's need for replacement in 1995 and failed to address it because they did not have the will to act. The majority of the community felt that this change was necessary.
- This Board discloses everything it is working on to the homeowners through regular Newsletters and special mailings. The homeowners are very well informed of the proposed rate change.
- The revenue generated by the \$14.00, 1983 base rate has been inadequate to meet the financial needs of the system for many years and is unable to keep up with the cost of inflation.
- The deterioration of the system has reached a critical stage. This was verified by qualified engineers and the contractors who do the repair work.
- The majority of homeowners are in support of the rate increase and replacement project. They are well informed and understand the consequences of inaction.
- The new base rate proposed by your staff (only a \$36.00 a month difference from the current rate) is necessary to complete the project now. It is not feasible to do the project in phases, as your engineers have explained, due to the deteriorated condition of the main line and its inability to accept the pressure exerted going from new to old lines.

It is far more difficult to take action than to be complacent. Like many systems in Arizona this system is very old and fragile. The Commission is aware of the difficulties these systems face and have encouraged water companies to be proactive in addressing these issues.

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This is a serious issue. I encourage the Commission to support the efforts of this Board. It is critical to ensure the Groom Creek Water Users Association homeowners have good reliable water available in the future.

Last I will comment on Ms. Berry's statements she made at the hearing in October regarding plumbing contractors. She is wrong in her view of the Board hiring Mr. Bruno. This Board has used many other plumbing contractors before Mr. Bruno. Other contractors are about \$25 to \$30 dollars an hour higher, plus additional charges for the truck and mileage to Groom Creek. These contractors will not even respond for less than \$75.00. It is not always possible to get a plumber to respond immediately when there is a problem. We have had to wait days for other contractors to respond. One contractor was unable to repair a leak (after we waited three days before his arrival) due to the fact that the system has valves that are obsolete and unknown to them. The Association still received a bill over \$300.00 just for his time and trouble. Mr. Bruno was able to fix that problem in 10 minutes! As a resident of Groom Creek, Mr. Bruno understands the system and is aware of the special skills required in order to complete a repair without causing additional harm to the fragile pipes. It saves the Association a considerable amount of money because of his knowledge and ability to complete the repairs in a timely fashion. His hourly rate is below the other contractor's rates and he charges no mileage or truck fee. He responds instantly when needed in emergency situations. The Board's choice to hire Mr. Bruno is a savings to the Association.

Sincerely,
Margie L. Good
Office/System Manager
Groom Creek Water Users Association
Grade 2 Certified Operator

10/27/2008